



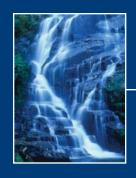
BEACON Reference Guide For State Employees

December 2007













Welcome to BEACON

Dear Fellow State Employees,

Welcome to a new day in North Carolina State Government! I am very excited and pleased to introduce you to the BEACON HR/Payroll system. BEACON, which is an acronym for Building Enterprise Access for North Carolina's Core Operation Needs, is about providing you and your fellow state employees with new tools to better manage and access your human resources, benefits and payroll information.

The BEACON Reference Guide for State Employees is a resource to help answer some of your BEACON-related questions, and provide information on changes you can expect in regards to conducting human resources, payroll and benefits transactions in the new system. I hope this guide will enhance your experience with BEACON and support you as you learn to use the system.

Although the BEACON HR/Payroll Project Team has worked hard to implement a dependable replacement of our current systems, as with any new system we will face some challenges. I pledge to you that the Project Team will prioritize any and all challenges and address them on a timely basis. I ask for your patience and understanding as we transition to this new and improved system.

Again, welcome to BEACON and thank you for your willingness to move with us into this exciting time in state government.

Sincerely,

Robert L. Powell. State Controller



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What BEACON Means For You

OVERVIEW

The BEACON system was designed, built, and implemented with a focus on state employees. Through BEACON, you will have unprecedented access to human resources, benefits and payroll information on file with the State.

The BEACON HR/Payroll system has replaced the State's antiquated systems that were created using 1970's technology. The new system modernizes North Carolina's human resources, benefits and payroll systems and creates opportunities for you to better monitor your own personal information to ensure accuracy. Some of the features available to you through BEACON are:

- Employee Self Service (ESS) You are encouraged to use the BEACON Portal to access ESS to maintain your personal data on record with the State. Changes to data such as: home address, bank account information, dependent information and benefits can be made from any computer with an internet connection.
- BEACON Enterprise Support Team (BEST) Shared Services A support center has been created in the Office of the State Controller to provide you with human resources, benefits and payroll services and to answer other BEACON-related questions.
- Employee ID number You will receive a unique eight-digit Employee ID number, generated by the North Carolina Retirement Systems Division, to be used in place of your Social Security Number. The goal of the number is to reduce the risk of identity theft and fraud by helping to prevent the wrong person from obtaining your Social Security Number. Your Employee ID will be used to identify yourself when calling BEST Shared Services.

Standardizing the Way the State Does Business

North Carolina is a thriving, growing state with a government that conducts a great deal of business everyday. One of the goals of the project was to streamline the way the State does business in order to ensure that employees in different agencies are all following the same standards and practices. In order to better serve you, the employee, a number of policies have been updated or changed. Many of these changes are detailed in the pages that follow, and are also available through your agency's human resources department.

Your Employee ID

You will receive, if you have not already, an Employee ID card with your name and unique ID number printed on it. This number will follow you through your service as a state employee and on into retirement. It is important to note that **your Employee ID is different from your NCID**. Your NCID is the user name and password required to access many of the technological systems throughout state government. For more information regarding NCID, read the *Accessing Employee Self Service section* on page 6.



BEST Shared Services

BEST (BEACON Enterprise Support Team) Shared Services is a support organization for employees and agency human resources and payroll personnel designed to:

- Provide human resources, benefits and payroll administration services based on standard processes, policies and systems
- Provide accurate, consistent and timely answers to human resources, benefits and payroll questions
- Provide support for reporting activities
- Provide BEACON system maintenance and assistance

BEST Shared Services is one point of contact for your questions regarding human resources, payroll, time entry and benefits. Additionally, your local human resources or payroll representative will also be able to answer many of your questions; especially those that are agency-specific policy or procedure questions.

Contacting BEST Shared Services

BEST Shared Services can be reached by phone, e-mail, fax or postal mail. The contact information is provided below. The organization is housed within the Office of the State Controller, and is staffed by state employees who are specifically trained to respond to many requests. There may be occasions, however, based on the nature of the inquiry, when your case may be forwarded to a Subject Matter Expert within BEST for further review and response. BEST has been designed to respond quickly to all human resources and payroll inquiries. To access forms, job aids and additional information about the BEST Shared Services Center visit www.ncosc.net/best.

BEST Shared Services Contact Information

Phone, Raleigh Area: 919-707-0707

Phone, Statewide: 1-866-NCBEST4U (1-866-622-3784) Hours of Operation: 7 a.m. – 7 p.m., Monday – Friday

Fax: 919-855-6861

E-mail: BEST@ncosc.net

Postal Mail: 1425 Mail Service Center Raleigh, NC 27699-1425



Employee Self Service: Your Online Resource

Employee Self Service (ESS) is an online tool that allows you to view and sometimes change your personal information on file with the State, as well as some work-related data using any computer with an internet connection. ESS is your electronic point of entry into the BEACON system.

The table on the next page shows the kinds of information you can view or change using ESS. Any changes you make to your information using ESS or by calling BEST Shared Services will be updated immediately throughout the system.

Accessing Employee Self Service

To access ESS, you must first have an NCID and password. Your agency will provide information on how to set up an NCID account. Once you have an NCID, you can log into ESS at https://mybeacon.nc.gov and enter your NCID and password in the appropriate fields. You are advised to maintain your NCID and password in strict confidence as this information can be used to gain access to your personal data in ESS.

NCID is a means of identification that allows state employees access to various information technology systems. The Office of Information Technology Services (ITS) assigns and maintains each employee's NCID. It is important to note that all NCID support comes from your agency NCID administrator or ITS. You may also use your NCID to access other systems throughout state government, such as NC Mail. Your NCID may be a combination of your first and last name, your first and middle initial and last name, or some other combination. Example of an NCID for Suzy Q. Carolina: sqcarolina

If you have difficulty logging into ESS, or if you do not have access to a computer or are not comfortable entering your own data into ESS, please contact your local human resources department or BEST Shared Services for assistance with your human resources, benefits and payroll questions. The BEST Shared Services agents will handle all calls as quickly and accurately as possible during normal hours of operation, 7 a.m. to 7 p.m., Monday through Friday. The number to reach BEST Shared Services is 919-707-0707 in the greater Raleigh area or 1-866-NCBEST4U (1-866-622-3784) outside of Raleigh.

Employee Self Service Training

For additional information about the kinds of information you can view or change in ESS, as well as detailed instructions on how to view data or make changes, you are encouraged to take the BEACON ESS Training Courses online at www.beacon.nc.gov/training. One course focuses on time entry and the other course shows how to navigate and conduct other transactions in ESS. The courses are available to all state employees working for agencies that are using BEACON. ESS job aids can also be found at http://help.mybeacon.nc.gov/beaconhelp.



Viewing or Changing Your Personal Information

The chart below shows the different types of information you can view or change in Employee Self Service. You may also conduct certain transactions by calling your agency human resources department or BEST Shared Services. If you are not using ESS, you should check with your agency human resources department if you need to view your personal information. Your human resources representative should be able to provide you with the information you need, or he or she will direct you to contact BEST Shared Services for further assistance.

Type of Information	To View	To Initiate Change, Correct or Request Information		
Personal		-		
Legal Name	ESS	Agency HR		
Employee ID Number	ESS			
Birth Date		Agency HR		
Home Address	ESS	ESS, BEST		
Mailing Address	ESS	ESS, BEST		
Tax Withholding (W4)	ESS	ESS, BEST		
Home Phone	ESS	ESS, BEST		
Spouse	ESS	ESS, BEST		
Spouse - Social Security Number	ESS	ESS, BEST		
Spouse - Birth Date	ESS	ESS, BEST		
Emergency Contact	ESS	ESS, BEST		
Formal Education		Agency HR		
Bank Information	ESS	ESS, BEST		
Payroll				
Employment Verification		BEST		
Salary Verification		BEST		
Pay Statement	ESS			
Time Entry and Approval				
Hours Worked	ESS			
Enter Time	ESS	ESS/Agency HR		
Request Leave	ESS	ESS/Agency HR		
Available Leave	ESS	Agency HR		
Benefits (Statewide Plans Onl	y)			
Plan Participation	ESS	ESS, BEST		
Link to Plan Details	ESS	ESS, BEST		
Coverage Levels	ESS	ESS, BEST		
Beneficiaries	ESS	ESS		



Manager Self Service

Manager Self Service (MSS), or My Staff, is a part of the BEACON system that provides a single access point for managers to view information about their staff members and perform managerial tasks, including approving time and leave requests and finding employee contact information. The chart on the next page lists the kinds of information you will be able to view for each of your employees, as well as the tasks you will be able to perform in MSS. If you are designated as a Line Supervisor in your agency's organizational structure, you will have access to the MSS My Staff functions.

Accessing Manager Self Service

You will access MSS by logging into the BEACON system at https://mybeacon.nc.gov and entering your NCID and password. To visit the MSS section of the BEACON portal, click on the My Staff tab on the top menu. You will use the drop down menu on the left-hand side of the page to navigate through the tasks available to you in MSS.

If you have difficulty logging into MSS, please contact your local human resources/payroll department or BEST Shared Services to assist you. The BEST Shared Services agents will handle all calls as quickly and accurately as possible during normal hours of operation, 7 a.m. to 7 p.m., Monday through Friday. The number to reach BEST Shared Services is 919-707-0707 in the greater Raleigh area or 1-866-NCBEST4U (1-866-622-3784) outside of Raleigh.

Manager Self Service Training

For more information on the types of information and tasks available to you in MSS, as well as detailed instructions on how to view data or perform these tasks, you are encouraged to take the BEACON MSS Training Course online at www.beacon.nc.gov/training. This course is available for all managers working in agencies that use the BEACON system.



Viewing Employee Information and Performing Managerial Tasks in MSS

The chart below shows the different types of information you will be able to view as a manager, as well as the types of tasks you will be able to perform using MSS.

Type of Information	To View Employee/ Team Information	To Perform Managerial Tasks		
Employee Search Data				
Employee Contact Information	MSS			
Business				
Employee Position	MSS			
Employee Work Location	MSS			
Employee Organizational Unit	MSS			
Monitoring Tasks				
Display Key Dates (birthday, return from short-term disability, etc.)	MSS			
Display Training Reminders	MSS			
Display Credential Verification Updates	MSS			
Company Property				
Display State Property Assigned/On Loan to Employee	MSS			
Time Entry and Approval				
Employee Cost Center	MSS			
Employee Hours Worked	MSS			
View Employee's Timesheet	MSS			
Approve/Reject Employee Time		MSS		
Approve/Reject Employee Leave		MSS		
Team Calendar				
View Composite Calendar of Key Team Member Dates	MSS			



Time and Leave in the BEACON System

You will either record your time worked and your leave taken using ESS or a paper time sheet depending on your agency's policy. (*Note: DOT employees will continue to enter time and request leave the same way they have been*). If you are using ESS, you can also request leave through the ESS My Time section. Your manager will see your request for leave and will approve or reject it using Manager Self Service.

The table below lists the different attendance and absence types that you will use when entering time in ESS or on a paper time sheet (for those employees not using ESS).

BEACON ATTENDANCE/Absence (A/A) Types

A/A Types	Description	A/A Types	Description
9000	Approved Leave	9517	On-Call
9200	Sick Leave	9540	Other Management Approved Leave
9300	Holiday Leave	9545	Adverse Weather
9400	Leave Without Pay	9550	Civil Leave – Jury Duty
9500	Time Worked	9560	Community Service Leave
9510	Additional Time Worked	9565	Community Service Tutoring
9511	Remote Callback	9570	Educational Leave
9512	Adverse Weather Make-Up	9620	Military Training Leave
9514	Work During Emergency Closing	9680	Worker's Comp Leave
9515	Travel Time 1X	9685	Injury Leave
9516	Callback		

Weekly Time Submission

You are strongly encouraged to enter and submit time on a weekly basis, however it is the responsibility of each agency to set the required frequency for its employees. Weekly submission is recommended even if you have a monthly pay period or your agency does not require weekly time entry. There are a number of benefits that will work in your favor if you enter your time weekly:

- You will receive premium pay sooner. Once your time is entered and approved, premium pay will be paid out in the next available payroll.
- You will accrue leave on a more timely basis.
- Your time statements and quota overviews will be up-to-date instead of reflecting an old balance because your time has not been updated.

Please see your manager or human resources representative to be sure you know your agency's policy on how often you should enter time.



Time Entry Using Decimals

All agencies may use up to two decimal places (1/100th increments) to record time. By adopting the smallest common increment, each agency will be able to manage time to its own preferred level of granularity. If you are not sure what increments of time your agency requires you to record, please contact your agency's human resources representative. The table below shows the conversions from minutes to decimals for up to an hour.

BEACON Minutes/Decimals Conversion for Time Entry

Minutes	Decimals	Minutes	Decimals	Minutes	Decimals	Minutes	Decimals
1	0.02	16	0.27	31	0.52	46	0.77
2	0.03	17	0.28	32	0.53	47	0.78
3	0.05	18	0.3	33	0.55	48	0.8
4	0.07	19	0.32	34	0.57	49	0.82
5	0.08	20	0.33	35	0.58	50	0.83
6	0.1	21	0.35	36	0.6	51	0.85
7	0.12	22	0.37	37	0.62	52	0.87
8	0.13	23	0.38	38	0.63	53	0.88
9	0.15	24	0.4	39	0.65	54	0.9
10	0.17	25	0.42	40	0.67	55	0.92
11	0.18	26	0.43	41	0.68	56	0.93
12	0.2	27	0.45	42	0.7	57	0.95
13	0.22	28	0.47	43	0.72	58	0.97
14	0.23	29	0.48	44	0.73	59	0.98
15	0.25	30	0.5	45	0.75	60	1

Viewing / Checking Leave Balances

The BEACON system automatically manages accruals of various balances, including:

- Sick Leave
- Vacation Leave
- Community Service Leave
- Military Leave (if applicable)

If you are using ESS, you can view your leave balances online. If you are not using ESS, you may request a time statement with the most current available leave balances from your agency's Time Administrator. Additionally, leave balance information will be included on your pay statement.



Leave Hierarchy

In the past agencies have not consistently applied leave balances, allowing you to select which leave balances you wanted to use for time off. There is now a standard hierarchy in place across state government for taking leave. When you take leave, the system will automatically deduct leave balances in the following order:



Note: Sick leave does not fall within the "vacation" leave hierarchy. There is no change in policy regarding sick leave; you will continue to accrue and take sick leave the same way you always have. If you deplete your sick leave, and require more time off, hours will be deducted first from voluntary shared leave and then from advanced sick leave (if approved).

Leave Off-Setting

In the past, different agencies have handled leave off-setting in different ways. For example, if you take Monday off, but then work a full 40 hours between Tuesday and Friday, some agencies did not require you to take time off for Monday, while others did. The policy now states that leave is intended only to cover a gap between the number of hours an employee is expected to work in a week and the number of hours that employee actually works. Therefore, using the example above, you would not be required to take leave for Monday as long as you worked 40 hours between Tuesday and Friday.

BEACON Training for Time and Leave

The BEACON Team has created an ESS Time Entry Course online at www.beacon.nc.gov/training. Upon completion of the course, if you have additional questions about how to enter your time or leave or about the new policies and procedures associated with time and leave in the BEACON system, follow up with your agency's human resources department.



Your Pay in the BEACON System

All employees in agencies using BEACON will be paid on either a bi-weekly or monthly pay cycle. All other pay cycles will be eliminated when your agency goes live. If you are unsure which pay cycle your agency is on, please see your manager or your agency payroll representative.

Note: All Department of Transportation employees and temporary employees in all agencies will be paid on a bi-weekly basis.

New Pay Statements in the BEACON System

The BEACON system will generate pay statements that will look different from the pay statements you have been receiving. Information you can expect to see on the new pay statement includes:

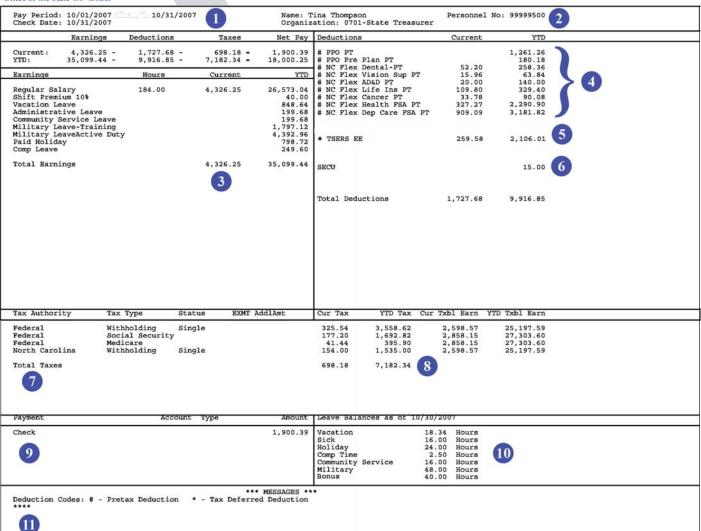
- 1 Pay Period Beginning and End Date
- 2 Employee Identification Number
- 3 Regular Salary
- Pre-tax Deductions
 (Deductions that reduce some of your taxable earnings as defined by the IRS and individual state laws)
- Tax Deferred Deductions
 (Deductions that reduce some of your taxable earnings as defined by the IRS and individual state laws)
- Post-tax Deductions
 (Voluntary deductions that have no effect on your taxable earnings)
- Individualized W-4 Withholding information
- 8 Taxes
- 9 Net Pay
- 10 Accumulated Leave Balances
- Important Messages

See Sample Pay Statement on the Next Page



Sample Pay Statement





Note: This is sample pay statement meant to demonstrate where different pieces of information will appear on your pay statement in the BEACON System. Your pay statement may vary slightly depending on your pay rate, deductions, benefits plans, etc. If you have specific questions about your new pay statement please contact your payroll department or call the BEST Shared Services Center.



Changes in Pay Calculations

When you view or receive your first pay statement after your agency goes live with the BEACON system, you may notice very small changes in your pay amount. It is important to note that **your pay rate has not changed**. These small changes may be attributed to one of the following causes:

- Standard calculations for weighted premium
- Updated rounding methods
- Timely capture of hours worked
- Changes to frequency of payroll cycle (semimonthly to bi-weekly for temporary employees)

Direct Deposit

It is state policy that all employees receiving their pay through BEST Shared Services must be enrolled in direct deposit as a condition of employment. Any exception to the policy must be requested in writing to the State Controller's Office. Exception forms are available from your agency's payroll office or under the forms section on the BEST Shared Services website at www.ncosc.net/best.

Multiple Direct Deposit Account Options

You may choose to have your pay deposited into multiple accounts at multiple financial institutions via direct deposit. You will have one primary default account and you may elect to have portions of your pay directed into as many as three additional accounts. The distribution of your pay into these separate accounts (if you choose to use this feature) will be automated when your pay is deposited on payday; you will not need to do anything extra each pay period to split your pay among multiple accounts.

You can set up deposits into multiple accounts using ESS or by filling out a form and mailing it to BEST Shared Services. The forms are available from your agency's human resources or payroll office or on the BEST Shared Services website at www.ncosc.net/best.

If you have additional questions about your pay or how to enroll in a direct deposit account or view or print a pay statement in ESS, you are encouraged to take the BEACON ESS Overview Training Course online at www.beacon.nc.gov/training.

Note: Having multiple direct deposit accounts does not impact your payroll deductions (i.e. Combined Campaign) or current arrangements you have with your financial institution. This feature is about providing you with more flexibility and control over where to send your pay.



BEACON and Your Benefits

For employees not using ESS, you will register for benefits similarly to the way you do today (*Note: Department of Correction employees will need to fill out paper forms until ESS is made available*). When you first become eligible for state benefits, such as the day you are hired, you will have 30 days to enroll by submitting the appropriate forms to your agency's human resources department or to the BEST Shared Services Center.

For those employees using ESS, you will be able to select your State Health Plan and NCFlex benefits more quickly by logging into ESS. Just like for employees not using ESS, you will have 30 days from your hire date to enroll in statewide benefits. Once in the portal you will, among other things, be able to:

- View the benefits plans for which you are eligible, or the plans in which you are currently enrolled
- Enroll/change State Health Plan options during annual enrollment periods
- Enroll/change NCFlex plans/options during annual enrollment periods
- Link to external savings plan vendor websites to complete enrollment/changes directly with the vendor
- Update or add family member/dependent information
- Change State Health Plan and/or NCFlex benefits plans/options for life changing events (birth, marriage, etc.)

If you experience a life changing event, you must notify your human resources office before accessing ESS to make changes. The human resources representative will activate the link you need to make your changes.

Because you have only 30 days from your life changing event to make adjustments, it is important to contact your human resources office soon after your life changing event occurs.

If you have additional questions about using ESS to make adjustments to your benefits, you are encouraged to take the BEACON ESS Overview Training Course online at www.beacon.nc.gov/training. You can find a benefits enrollment job aid at http://help.mybeacon.nc.gov/beaconhelp.



Overview of Some Important Policy and Procedure Changes

Highlighted below are a few key policy changes impacting state employees. Please review these important changes and direct any follow-up questions to your agency's human resources department.

Logistics of Check Distribution for Exceptions to Direct Deposit

New: All **printed checks** (for approved exceptions to the direct deposit policy) will be centrally processed and distributed through BEST Shared Services. These will be mailed on pay day through the Mail Service Center to the employee's address of record. **Pay statements** will be available through ESS or through your agency's human resources or payroll departments.

Old: Employees were not required to utilize direct deposit and as such received hard copies of their pays checks through agency distribution.

Temporary Employee Pay

New: All temporary employees working for BEACON-impacted agencies will be paid on a bi-weekly basis instead of a semi-monthly or monthly basis. These employees may notice a change in the amount they receive per check when this shift takes place. This is because the total number of pay periods will increase from 12 or 24 (one monthly or two semi-monthly payments a month over 12 months' time) to 26 (one payment every two weeks over 52 weeks' time). Employees will receive exactly the same amount of pay annually as they did before, it will just be spread over a different pay cycle.

In addition to the change in pay period, temporary employees will be paid two weeks in arrears. This means that the employee will receive his or her pay two weeks after the end of the pay cycle for which the time sheet is submitted.

Old: Temporary employees were paid according to the cycle set forth by their agencies. They were also paid for the current cycle instead of being paid in arrears.

National Guard Pay

New: Members of the National Guard will be paid on a standard bi-weekly cycle.

Old: Members of the National Guard were paid on an ad-hoc basis that varied by agency.

Pre-tax Parking Deductions

New: All parking deductions will be treated as pre-tax deductions unless the employee elects to have the deduction administered on a post-tax basis.

Old: Not all agencies allowed parking deductions to be treated as pre-tax deductions.



Longevity Pay

New: When your agency goes live with the BEACON HR/Payroll system in 2008, employees that qualify for longevity pay will begin receiving their annual payout a month earlier than they have in the past. Under the BEACON system, employees that are paid on a monthly cycle will receive their payouts in the same month in which they have qualified for longevity, and then in the same month every year thereafter. Employees on the bi-weekly pay cycle may receive their payouts within the same cycle in which they have qualified or in the very next cycle. Currently, employees receive their longevity payment a month after they complete their 120th month of service, and then in the same month in subsequent years.

Following are examples for Group 1 and Group 2 agencies:

Group 1 Agencies: If your agency goes live in January, employees that used to receive their pay in February for a January qualifying date will need to be paid in January. Also, employees who are due for payment in January for a December qualifying date will need to receive their payouts in January for this first year of implementation.

Group 2 Agencies: If your agency goes live in April, employees that used to receive their pay in May for an April qualifying date will need to be paid in April. Also, employees who are due for payment in April for a March qualifying date will need to receive their payouts in April for this first year of implementation.

Old: Employees received their longevity payouts in the month following their longevity due date. (Example: if an employee's qualifying month was January, her due date was February 1, and she would receive her longevity payout in February.)

Health Plan Termination

New: The termination date for the State Health Plan will be standardized for all employees across agencies. If an employee leaves state government between the 1 - 15 of the month, a health plan deduction does not occur for that month and the employee's coverage ends at the end of the current month. If an employee terminates between the 16 and the end of the month, a health plan deduction will occur for that month and the employee's coverage ends at the end of the following month.

Old: Some agencies used half the work days in a month to determine when to terminate the State Health Plan.



BEACON University

BEACON University is the online learning center for the BEACON Program. Through BEACON University, you have access to online training programs and tools designed to help you effectively learn and use Employee Self Service (ESS) and Manager Self Service (MSS). These include:

- BEACON Basics Training an overview of the BEACON HR/Payroll Project, its features and benefits, and how it will impact you and your agency.
- ESS Web Based Training/Job Aid a resource for navigating and using ESS, including instructions and demonstrations on how to access and use it.
- MSS Web Based Training a resource for utilizing functionality in MSS, including instructions and demonstrations on how to approve time, approve leave and search for employees that report into you.
- Reference Guides on-line informational guides with step-by-step instructions on how to complete certain tasks. These guides can be found in the "Library" Section of the BEACON University site.

You can access BEACON University by visiting www.beacon.nc.gov/training.



BEACON Users Checklist

Following is a list of items that will help you prepare for BEACON:

- ✓ Obtain an NCID and password
- ✓ Take the BEACON Overview Course (www.beacon.nc.gov/training)
- ✓ Take the ESS Training Course (www.beacon.nc.gov/training)
- ✓ Take the ESS Time Entry Training Course (www.beacon.nc.gov/training)
- ✓ After logging in for the first time, review your information for accuracy
- ✓ If you are a supervisor, take the MSS Training Course (www.beacon.nc.gov/training)
- ✓ If you are a supervisor, log into MSS and confirm that your direct reports' information appears